

Appendix E



Live Chat



Thanks for your patience, Cedric!
I may be able to find messages
that had attachments
(forms/letters/etc.) but not
messages that were between
yourself and an agent.

Monica M, 12:48 PM

that is a little weird. I had threads
with questions regarding ticker
\$MMTLP, can you find these
messages?

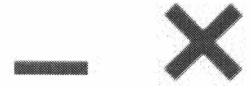
12:49 PM

The only message I was able to
find was your account transition
(to Schwab) letter.

Monica M 12:52 PM



Live Chat



Thanks for using Schwab Chat!
My name is Monica out of St.
Louis, Missouri. How can I help
today, Cedric?

Monica M, 12:40 PM

Hi, i am trying to access older
messages I had in my account
that got lost during the transition
from TD

12:41 PM

do you have any records from the
older messages?

12:41 PM

|What can I help you with?

Hi Scott, During the transition from TD to Schwab , they deleted all the correspondence I had with them , mostly related to MMTLP, they mentioned that there is no way for me to get these messages back. Cedric Asensio, 9454 Cobblecrest Dr, Highlands Ranch, CO 80126.